Tactical Hints For Managing With Metrics

Presented by

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DCMC TWIN CITIES USE OF METRICS TOPICS

>THE SYSTEM

>IDENTIFY CRITICAL BUSINESS RESULTS

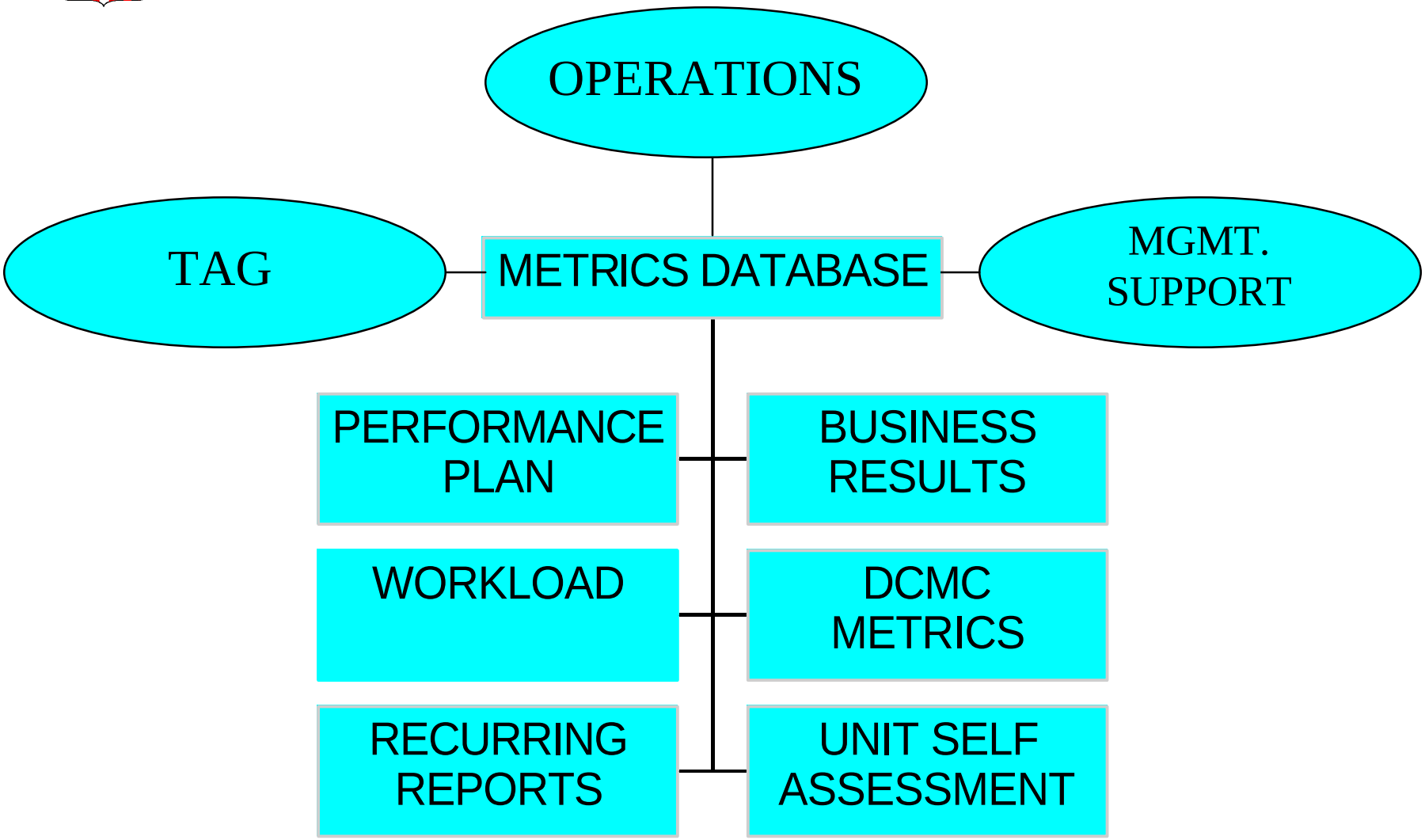
>ACCOUNTABILITY OF TEAMS

>SUPPORT STUCTURE

THE SYSTEM

- Data Collected at Team Level
- Flexible; Easily Modified
- Seamless With DCMC Metrics
- Collection Vehicle For All Data
- Collected Information Accessable by All Users
- Supports Unit Self Assessment

METRICS FLOW



IDENTIFY CRITICAL BUSINESS RESULTS

- > Command Priorities Are Identified by the Business Results Elements
- > Critical Metrics are Published Periodically
  - – Business Results Monthly
  - – Remaining Performance Plan and Workload Elements Quarterly

TEAMS ARE ACOUNTABLE FOR THEIR RESULTS

- > Monthly Business Team Meetings are Held
  - – Metrics are Reviewed at Team Level and Those Teams With Significant Variances are Tasked to Perform an Analysis and Present a Corrective Action Plan
- > Board of Directors Meet Quarterly to Assess Organization Priorities

SUPPORT STRUCTURE

> Technical Support Team in TAG:

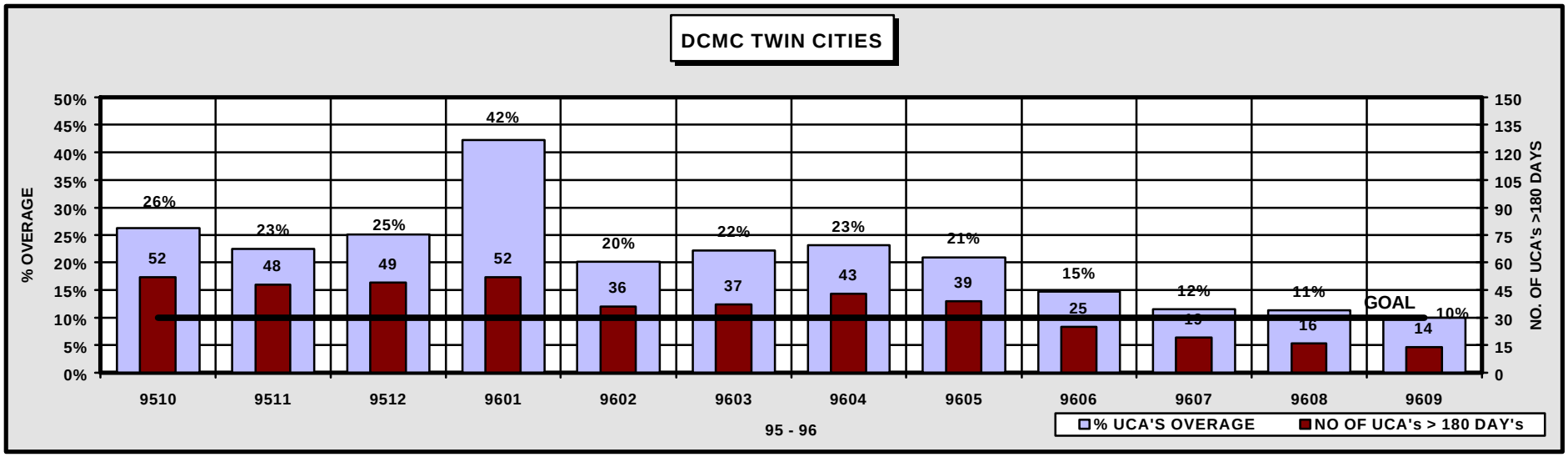
- Provides Process Focal Points to Help Identify Metric Variances and Validate Data
- Provides Subject Matter Coordinators (SME) to Help With Corrective Action Plans as Required
- Provides System Expertise to Develop and Maintain our System

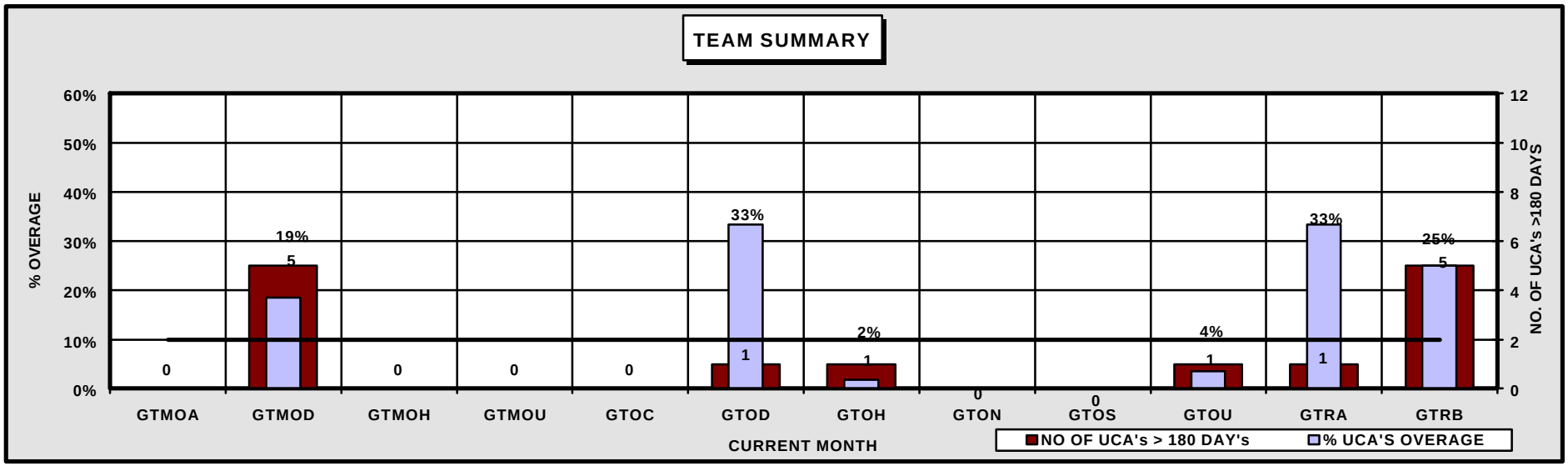
> If You Want to Know More:

- Larry Stoffel 612-335-2117
- Dave Brunello 612-335-2024
- Al Tellers 612-335-2127

PERCENTAGE OF UCA'S OVERAGE

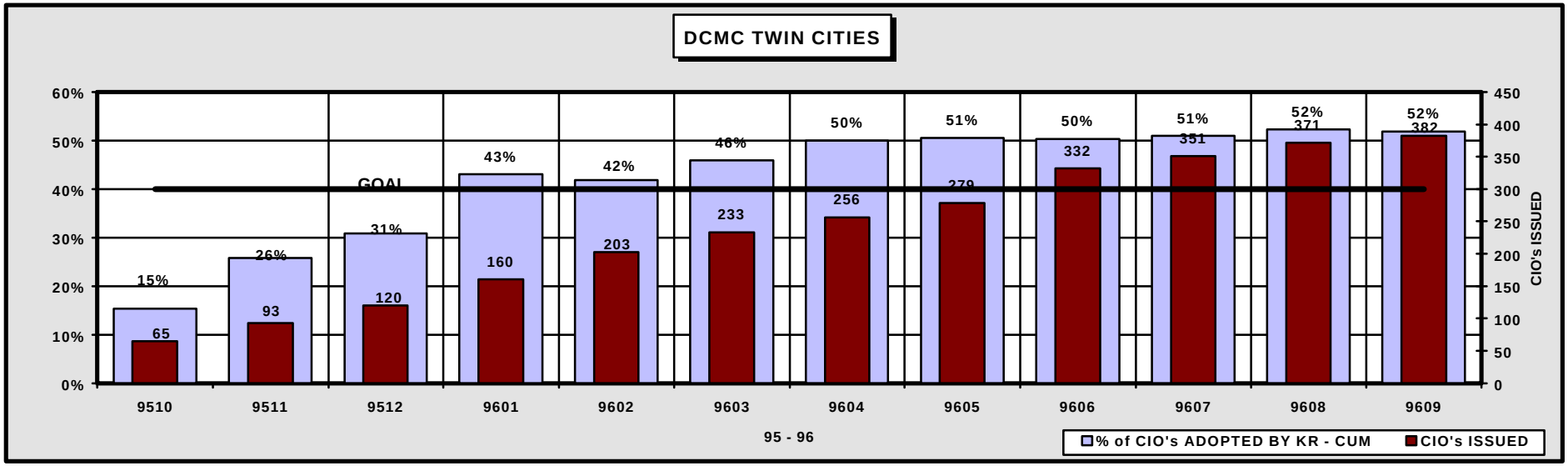
RIGHT EFFICIENCY

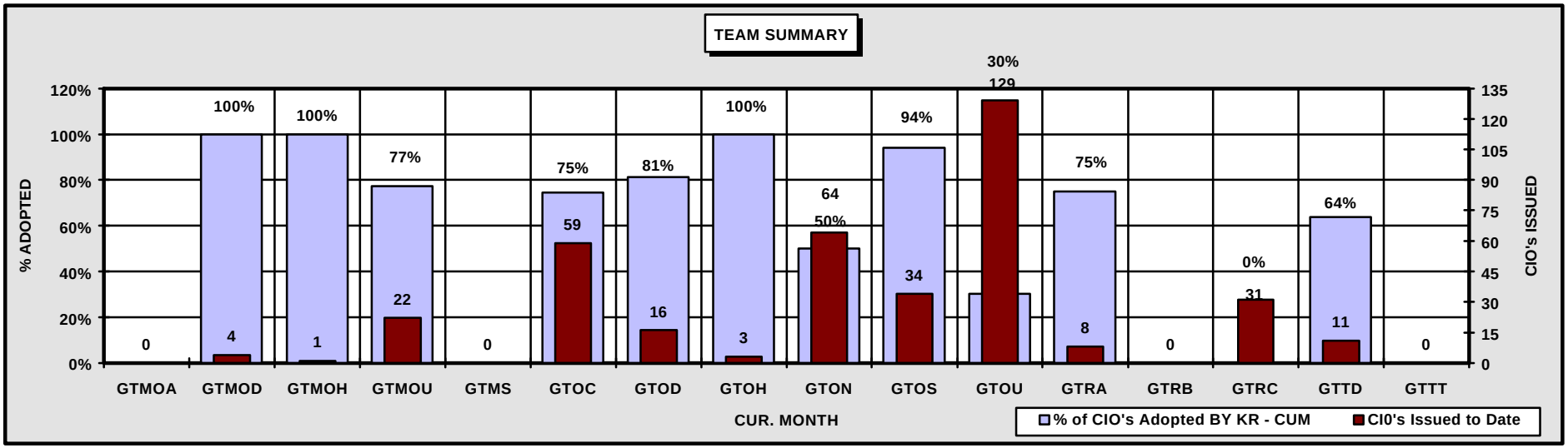




PERCENT OF CIO's ADOPTED BY THE CONTRACTOR

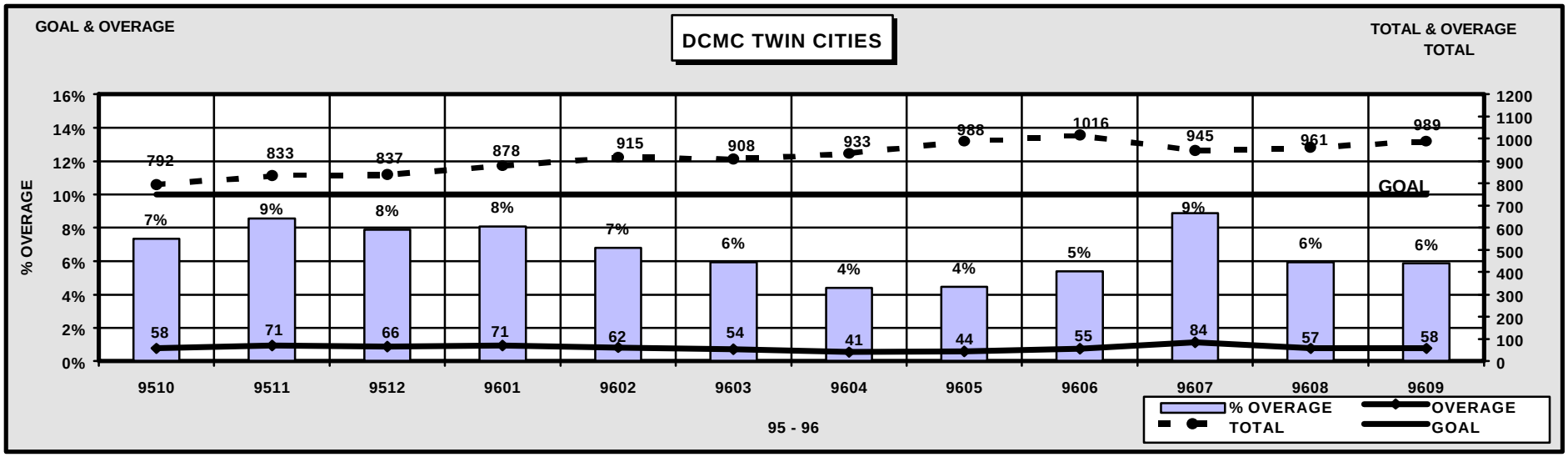
RIGHT ADVICE

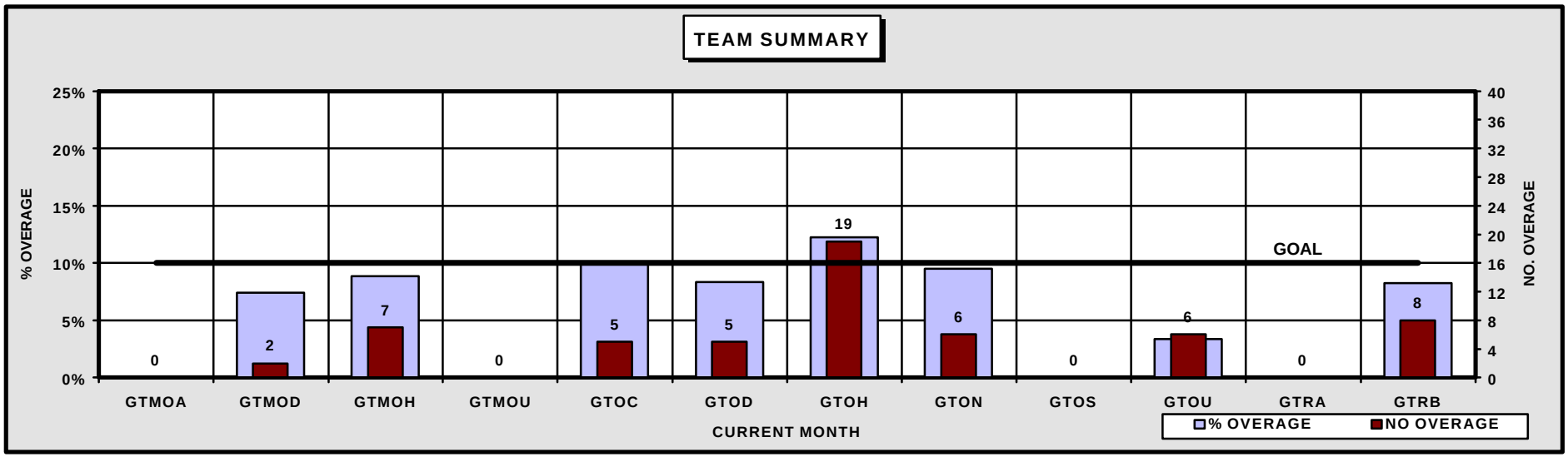


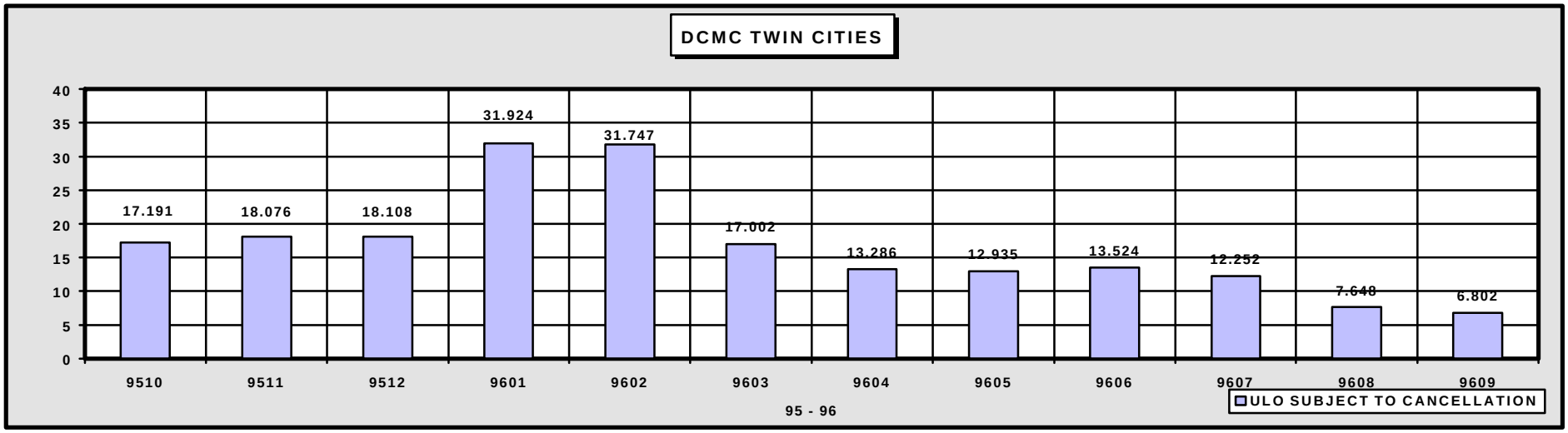
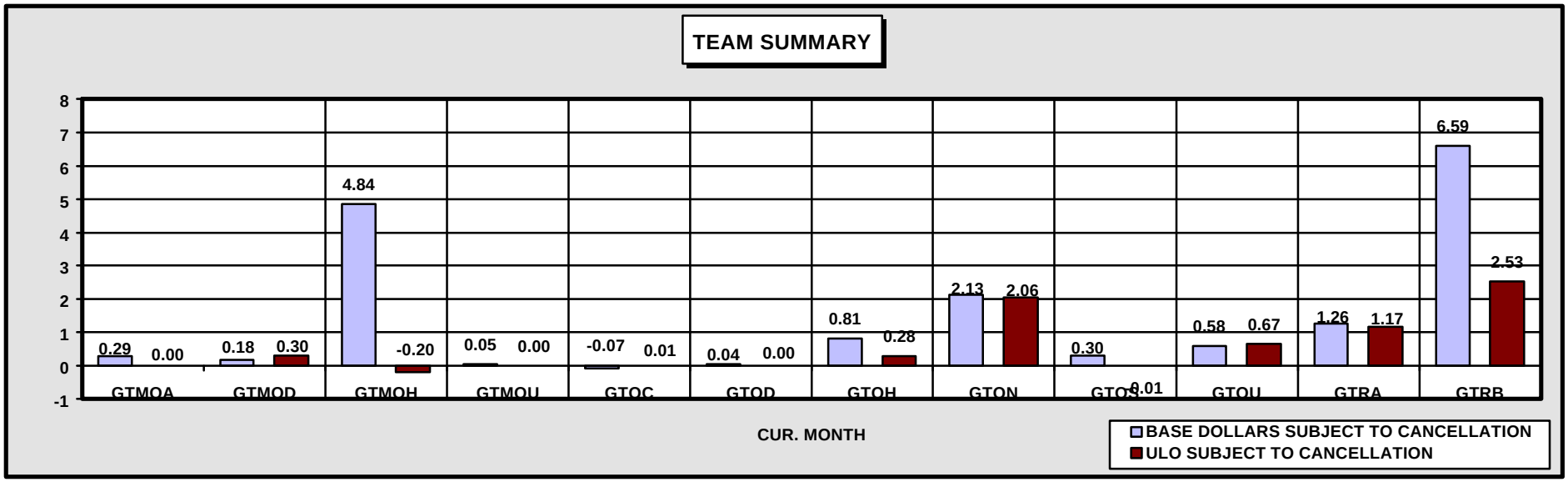


PERCENT OF PHYSICALLY COMPLETE CONTRACTS OVERAGE

RIGHT EFFICIENCY





QUANTITY OF CANCELLED FUNDS EXPENDED OR DEOBLIGATED PRIOR TO CANCELLATION

RIGHT PRICE